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# Quality Care in Underserved Communities: Assessing Patient Satisfaction with Obstetrical Care at OneWorld Community Health Center

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## Introduction

- Patient satisfaction is an indicator of quality of care (5) and is especially important in obstetrics where maternal mortality is on the rise
- Routine prenatal care decreases the risks of adverse events and improves outcomes (5)
- Mortality and comorbidity rates are worse for women of color (1)
- Quality care is not always provided to under-served populations (4) due to lack of cultural competence, lack of physician-patient relationship and/or language barriers
- OneWorld is a Federally Qualified Community Health Center located in Omaha, NE whose mission is to provide quality care to under-served populations. In 2018 OneWorld saw 46,292 unique patients. Of these, about 66% are Hispanic, 57% are female, 49% are uninsured, and 30% have Medicaid.

## Objective

- This study will attempt to identify women's perception about prenatal care, their expectations and evaluation about the care they received while at OneWorld clinic.

## Study Design

- 100 obstetric patients were interviewed using open ended questions during their prenatal visits
- 91% of the interviews were conducted in Spanish
- Responses were then transcribed, analyzed and organized into various themes.

## Results

**Table I. Baseline characteristics of patients (n = 100)**

Age (mean)	33 (19-45)
Gravidity (mean)	3(1-7)
Parity (mean)	3(0-6)
Race	
White	5
African American	3
Latina	91
Asian	1
Marital status	
Married	84
Unmarried	16
Health insurance	
Medicaid	98
Private	2
Education	
Some/Completed elementary school	79
Some/Completed HS	21
Know your provider's name?	
Yes	32
No	68

\*Values are given as mean (range) or number (%)

**Table II. Classification of components of patient satisfaction in obstetric care at OneWorld Community Health Center**

Physician staff	Other staff
1. Professionalism	1. Friendliness
2. Competence	Clinic Flow
3. Knowledge	1. Efficiency
4. Communication	2. Waiting times
5. Experience	Personal Focus
6. Compassion/Sensitivity	1. Overall experience
7. Attentive to patient's concerns	2. Welcoming
Nursing staff	
1. Professionalism	
2. Competence	
3. Knowledge	
4. Communication	
5. Friendliness	

**Table III. Quality care experience at OneWorld (n=100)**

Overall quality care experience at OneWorld thus far, 0 being the worst and 10 being the best	8.8 (7-10)
Have you looked at other clinics for prenatal care?	
Yes	11
No	89
Are you planning on continuing your prenatal care at OneWorld	
Yes	99
No	1

\*Values are given as mean (range) or number (%)

## Conclusions and Future Directions

A taxonomy for patient satisfaction receiving prenatal care at OneWorld was developed using open-ended questions. Attributes that are important to patient satisfaction are:

- Physician's professionalism, knowledge, compassion
- Nursing staff's professionalism, competence, communication, friendliness
- Clinic's efficiency and waiting time
- Welcoming environment
- Overall, 99% are continuing their prenatal care at OneWorld
- Quality of care rated at 8.8 of 10
- While limited in size and institution, data can assist with quality assurance and medical education as well as serve as a model for caring for patients with similar scenarios in underserved communities.

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### Oneworld Prenatal Satisfaction Questionnaire- English version

Age:  
Race:  
Gravida:  
Parity:  
Marital Status:  
Insurance:  
Education:  
Do you know your provider's name?  
1) What are your expectations for obstetric care?  
2) Is Oneworld clinic meeting your expectations?  
3)What things has your provider done that you like?  
4)What do you wish your provider would do different?  
5)What things are important to you that were handled well during your visits?  
6)What things are important to you that were handled bad?  
7) Overall quality care experience thus far at Oneworld clinic, 0 being the worst and 10 being the best?  
8) Have you looked at other clinics for prenatal care? If so, Why? what from the other clinic appeals to you?  
9) Are you planning on continuing your prenatal care at Oneworld?

### Cuestionario Prenatal de Satisfacción-Version Español

Edad:  
Raza:  
Gravida:  
Paridad:  
Estado matrimonial:  
Seguro médico:  
Educación:  
¿Sabe el nombre de su médico?  
1) ¿Cuáles son sus expectativas para su cuidado prenatal?  
2) ¿Usted cree que la clínica de Oneworld satisface sus expectativas?  
3) ¿Cuáles son algunas de las cosas que su doctor(a) ha hecho que a usted le agrada?  
4) ¿Qué cosa(s) le gustaría a usted que su doctor(a) hiciera diferente?  
5) ¿Qué cosas son importante para usted que se han manejado bien durante sus visitas?  
6) ¿Qué cosas son importante para usted que no se han manejado bien durante sus visitas?  
7) En general, ¿cuál ha sido su experiencia de cuidado de calidad hasta ahora en la clínica de Oneworld? 0 siendo lo peor y 10 siendo lo mejor.  
8) ¿Usted ha considerado cambiar de clínica para su cuidado prenatal? ¿Por qué? ¿Qué le gusta de esa otra clínica?  
9) ¿Usted está planeado seguir con su cuidado prenatal en la clínica de Oneworld?

